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MANAGERIAL SELECTION PROCESS

OFFERING EQUAL EMPLOYMENT OPPORTUNITIES TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

THIS IS A CALTRANS OPEN EXAMINATION.

LATERAL CANDIDATES ARE ENCOURAGED TO APPLY.

EXAMINATION ANNOUNCEMENT

THIS EXAMINATION IS FOR DESIGNATED MANAGERIAL POSITIONS AND WILL BE CONDUCTED UNDER THE SELECTION PROCESS OF THE STATE PERSONNEL BOARD'S DEMONSTRATION PROJECT AUTHORITY.

CLASSIFICATION: STAFF SERVICES MANAGER III

POSITION TITLE: OFFICE CHIEF, EXAMINATION AND HIRING SERVICES

SALARY: \$6779 - \$7474

LOCATION: HEADQUARTERS – SACRAMENTO

FINAL FILING DATE: MAY 28, 2010

DUTIES/RESPONSIBILITIES

Under the general direction of the Chief, Division of Human Resources (DHR), the Staff Services Manager III has responsibility for the Office of Examination and Hiring Services, and ensures the development of a customer service oriented office. The incumbent provides direction concerning statewide exam planning, recruitment and award programs, position allocation, departmental and state policy and procedure changes and implementation; current personnel and classification and pay issues; and classification specification development and modification. The incumbent oversees the development of work standards, monitors the attainment of those standards, establishes consistent work processes, and ensures the development of a customer service oriented office. Responsibilities include, but are not limited to:

- Manages the hiring service function for the Department that includes ensuring that positions are allocated to the proper classification, meet the allocation standards and are properly

documented, and that positions are filled by appropriate appointment. Provides guidance to managers and supervisors in headquarters and the districts on sensitive personnel placements, the hiring process, Family Medical Leave Act/California Family Rights Act/California Family Rights Acts, mandatory placement, out-of-class assignments, State Restriction of Appointments, and staff reorganization.

- Ensures the legal appointment of employees considering minimum qualifications, exam list certification, alternate salary range placement, Hire Above Minimum determinations, license requirements, and current immigration laws and rules. Confers with managers and supervisors to resolve more sensitive classification and pay issues and ensures that staff provides timely and quality customer service.
- Manages, oversees and directs the Exam Program and ensures that staff provides timely and high quality customer service. Oversees the development of the annual Exam Plan and ensures the plan meets the needs of the Department. Ensures that security and operating procedures are current and well documented. Establishes performance indicators and monitors and reports achievements.
- Provides periodic performance reports and updates on the status of various projects to management. Ensures that quality staffing is maintained for the delivery of the program objectives.
- Interprets State Personnel Board (SPB) and Department of Personnel Administration (DPA) laws and rules. Provides classification project management for the modification or establishment of civil service specifications.
- Consults with departmental Labor Relations, Accounting, Audits and Investigations, Equal Employment Opportunity (EEO), and legal staff concerning complex issues and policy implementation. Confers with SPB, DPA, Employment Development Department, and other State agencies concerning interpretation and consistent application of Government Code laws and rules. May act for the Division Chief.
- Manages, oversees and directs the Caltrans Recruitment and Award programs. Oversees the development of the annual Recruitment Plan and ensures that the plan meets the needs of the Department, line managers and supervisors.
- Manages, oversees and directs the Department's Awards Program, Student Assistant/Volunteer programs and Adopt-A-School program. Oversees the development and implementation of marketing strategies and long-term recruitment efforts in promoting the Department programs. Ensures the programs meet the needs of the Department.

MINIMUM QUALIFICATIONS

Applicants meet the following qualifications by the final file date in order to participate in this examination.

Either I

One year of experience in the California State service performing the duties of a Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).

Or II

One year of experience in the California State service performing analytical staff duties of a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial). **and**

Current employment in a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).

Or III

Two years of experience in the California State service performing the duties of a Staff Services Manager I.

Or IV

Experience: Five years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience which shall have included the preparation of reports and the presentation of recommendations to management beyond the trainee level, at least two years of which must have been in a supervisory capacity. [Experience in the California State service applied toward this requirement must include two years performing the duties of a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).] (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) **and**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's equal employment opportunity objectives; and a manager's role in the equal employment opportunity program and the processes available to meet equal employment opportunity objectives.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports; utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the Department's equal employment opportunity objectives.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed above, the following position specific qualifications will be evaluated:

- Demonstrated knowledge of public and business administration, including fiscal, personnel management, and budgetary procedures.
- Demonstrated experience with managing complex programs and multi-disciplinary staff.
- Demonstrated ability to develop business plans and performance measures in support of the Department's strategic plan and DHR's strategic objectives.
- Demonstrated aptitude to effectively resolve sensitive personnel issues, including grievances with both internal and external entities, including EEO, Labor Relations, and DPA, SPB and State Controller's Office unions.
- Demonstrated knowledge of position allocation and management procedures.
- Demonstrated knowledge of classification and hiring issues.
- Demonstrated knowledge of examination planning and processes.
- Demonstrated knowledge of Caltrans recruitment needs and practices.
- Demonstrated knowledge of SPB and DPA laws and rules.

- Demonstrated knowledge of decision documents.
- Demonstrated ability to analyze changes in legislation and departmental policy.
- Demonstrated ability to effectively contribute to the Department's EEO objectives.

EXAMINATION INFORMATION

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant position. An evaluation of the Examination/Employment Application (STD. 678), Statement of Qualifications, and interview will be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate.

Candidates will be notified in writing of their examination results.

FILING INSTRUCTIONS

All interested applicants must submit:

- An original, signed State application (STD 678) which includes civil service titles and dates of experience. The application should **specify the classification; position title and the MSP number 10MSP16** being interviewed for.
- A Statement of Qualifications. The Statement of Qualifications is a discussion of the candidate's experience that would qualify him/her for this position. **The Statement should be no more than two pages in length and should address each of the Position Specific Qualifications listed on this examination announcement.**
- Resumes are optional and do not take the place of the Statement of Qualifications.
- Effective January 1, 2009, Government Code Section 18991 is enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for Special Examination & Appointment (SEA) Program examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).**

State application and Statement of Qualifications must be received or postmarked by the final filing date of **MAY 28, 2010**. Interagency mail received after this date will not be accepted.

The State application and Statement of Qualifications are to be submitted to:

**Department of Transportation
Division of Human Resources
ATTN: Patti Oshita
1727 30th Street, MS 90
Sacramento, CA 95816**

APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.

Questions regarding this examination process should be directed to: Patti Oshita at (916) 227-7414.

ELIGIBILITY INFORMATION

This examination **will not** establish a civil service list; therefore, candidates **will not** have the ability to transfer their eligibility to other departments.

REASONABLE ACCOMMODATION

If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination and/or Employment Application form. You will be contacted to make specific arrangements. TTY users may contact the California Relay Service TTY line at 1-800-735-2929, the Voice line at 1-800-735-2922, or the Exams TTY line at (916) 227-7857 for assistance.

For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please call or write to the California Department of Transportation, Office of Examinations and Special Programs, P.O. Box 168036, MS-86, Sacramento, CA 95816. Voice (916) 227-7858 or TTY (916) 227-7857. California Relay Service: Voice 1-800-735-2922 or TTY 1-800-734-2929.